

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
COLLECTIONS MANAGER

DEFINITION:

Under direction, to plan, develop and administer a City-wide program for the collection of delinquent Accounts Receivable; to direct and supervise the work of a collections staff; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Reviews and develops collection policies and procedures;
- Develop annual budget proposals for the collection unit;
- Establishes and implements investigative methods and procedures to gather pertinent data for the collection of delinquent accounts;
- Develops and administers a program in support of the City Attorney's prosecution of municipal and superior court cases involving delinquent accounts;
- Supervises and coordinates the filing of extra-judicial proceedings such as seizure and foreclosure of assets, eviction proceedings, liens, wage attachments and bankruptcy claims;
- Reviews City-wide credit extension and billing practices and makes recommendations for improvements;
- Prepares narrative and statistical reports of collection activities;
- Directs and coordinates the work of a collection unit;
- Reviews and analyzes legislation as it relates to the Collection Program;
- Trains, supervises, and evaluates the work performance of subordinates.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

College graduation with a Bachelor's degree, **AND** four years of experience collecting delinquent payments owed to a public or private agency. Two years of the required experience must be in managing a Collections Program. Qualifying experience must include the preparation and/or supervision of cases in Small Claims Court, supervision of personnel performing debt collections, skiptracing, and filing liens and attachments.

- * EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.